

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Patent Application**

Applicant(s): J.L. Hellerstein et al.  
Docket No.: YOR920010334US1  
Serial No.: 09/896,254  
Filing Date: June 29, 2001  
Group: 3692  
Examiner: Nga B. Nguyen  
  
Title: Automated Service Level Management  
In Financial Terms

---

AMENDMENT SUBMITTED WITH FILING OF RCE

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In further response to the outstanding final Office Action dated August 21, 2007, Applicants submit herewith the following Amendment for entry in the above-identified application: